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John Colter, Netscape Navigator

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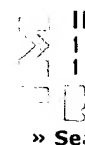
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The partnership between OEM supplier and system manufacturer-an example for Total Quality Management

Neswadba, H.G.

Public Switching Div., Siemens AG, Munich, Germany:

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Abstract:

Today's telecommunication systems contain a large proportion of products from **suppliers**, i.e. OEM products. These products exert a major influence on the reliability of the systems and, consequently, on the telecommunication network assurance that these products can be supplied with uniformly high **quality** throughout the entire life cycle of the system has thus become an important task within the total **quality** management (TQM). The introduction of OEM products in the system of the Public Switching Division of Siemens AG follows a phase plan similar to the development process plan. It comprises the stages evaluation/**selection**, **qualification** including functional and environmental tests, as well as integration into the system and testing. Existing certifications, such as ISO 9001/9002, as well as tests and field trials of the **OEM supplier** are taken into account. Quick and successful introduction of OEM products depends, to a large extent, on the **OEM supplier's** willingness to cooperate and on the understanding of the importance of TQM.

Index Terms:

quality control reliability telecommunication equipment telecommunication networks
telecommunication systems ISO 9001/9002 OEM products OEM supplier Siemens
environmental tests field trials functional tests life cycle product evaluation/selection
qualification quality reliability system integration system manufacturer telecomm
networks telecommunication systems total quality management